

DISCLOSURE OFFICER ROLE

Role Summary

The Disclosure Officer Role consists of one grade level (15). Responsibilities encompass department-wide tax confidentiality issues including Internal Revenue Service (IRS) security requirements, federal/state information exchange, taxpayer assistance, and other related work. The incumbents are responsible for ensuring the department appropriately safeguards the integrity of confidential taxpayer information, assuring Montana citizens that their confidentiality will be maintained and instill confidence in our tax system while maintaining continued access to federal, state and/or local records. The taxpayer assistance duties ensure that all taxpayers have adequate access to necessary tax information, assistance with tax issues/concerns, and administrative remedies as they pertain to all departmental taxes and fair, consistent treatment. Primary contacts are by telephone, in person, written correspondence and electronic mail with the Information Security Manager, Statewide Facilities Officer, other department staff, State of Montana Security Officer, state and federal agency liaisons, the public, legislative staff, attorneys, and other government jurisdictions.

Working Conditions

At times, the incumbent will deal with angry, hostile and difficult individuals to resolve taxpayer concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. There will be some instances where the incumbent will be required to meet deadlines that require work exceeding over 40 hours a week.

Education and Experience

- Grade 15: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to a Bachelor's Degree in Business or Public Administration.

Incumbent must have a thorough knowledge of:

- State and federal laws and regulations regarding the confidentiality and safeguarding of citizen and governmental tax information (Multi-state Tax Compact (15-1-601, MCA), which applies to the information sharing agreement with Multi-state Tax Commission and other member states);
- Montana public records law (Confidentiality of tax records (15-30-303(6), (7) and (8) and 15-31-511(3)(e) and (4), MCA);
- Tax code and rules;
- Taxpayer Bill of Rights (15-1-222, MCA);
- Office of Taxpayer Assistance (15-1-223, MCA); and
- Department of Revenue policies and procedures.

Required is experience in:

- Interpreting, explaining and applying laws, regulations and complex policies for multiple or highly specialized programs.
- Developing and making presentations before groups.
- Independently researching, compiling, developing and summarizing material for reports on a frequent or recurring basis.
- Planning, organizing, implementing and evaluating special projects.

- Analyzing information, identifying problems, defining alternatives and developing recommendations for management/administrators.
- Performing liaison activities in a work setting.
- Coordinating activities requiring complex arrangements.
- Composing a variety of business documents.

Incumbent must also have a general knowledge of computer applications. Other combinations of education and experience will be evaluated on an individual basis.

The program knowledge for this position can only be gained by extensive, progressive experience within the program. Upon initial hire into this position, the incumbent will be placed in a training assignment and delegated increasing authority as expertise is gained.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 15

Predominant / Essential Duties

- Works with minimal supervision, conferring with the Chief Legal Counsel on unusual matters. Completed work is accepted as technically authoritative. In some instances, work is reviewed to ensure organizational guidelines are met.
- Exercise independent judgment that is consistent with the missions, goals and objectives of the program or agency.
- Apply broad guidelines to the work, develop new techniques or solutions to problems, and assist in issue resolution.

Confidentiality and Security of Tax Information

- Assess, evaluate, and recommend changes to the department's business needs and our state and federal partners' needs in regard to new and established Exchange of Information Agreements. Facilitate modifications to agreements as needed.
- Keep updated list of employees authorized to exchange information.
- Interpret exchange agreements (with advice from Legal Services).
- Manage federal exchange of information program according to IRS policies and procedures.
- Advise employees on state disclosure law and department procedures.
- Approve and account for disclosure of confidential information to individuals authorized by federal agencies as well as state and/or local governmental entities.
- Investigate violations of unauthorized disclosures and access of protected information and recommend appropriate action in the event of an unauthorized disclosure. This also includes following up with external customers to ensure similar policies and procedures are followed once protected information is disclosed.
- Conduct inspections to ensure information is properly secured and serve as the custodian of the records and federal electronic tapes to include ordering, securing and releasing information to employees and returning the information to the original governmental agency.
- Coordinate and respond timely to information requests from employees, state agencies, and other state officials.
- Prepare reports by tracking received and sent information, such as annual activity report, safeguard security report, procedures report, and customized information materials for state officials and other governmental agencies from the conclusions and outcomes of research and analysis.
- Assist in the maintenance of the department's relationship with federal and state liaisons regarding department security services, problem resolution, and disclosure functions.
- Ensure that the separation of internal security duties is maintained to avoid conflict of interest.
- Respond to public records requests.
- Ensure compliance with the Public Records Act, advise the public regarding procedures for requesting and obtaining copies of public records, and determine whether requested information is subject to disclosure.
- Provide training to employees regarding confidentiality of materials and proper handling of information; coordinate participation in training for agency employees, the federal government, other states and governmental agencies; and assess training needs and develop course objectives and content.

Taxpayer Assistance

- Provide easily understandable tax information on audits and corrections and review procedures of the department.
- Providing easily understandable information on appeal procedures.

- Answer questions regarding preparing and filing returns and reports with the department.
- Locate documents or payments filed with or submitted to the department.
- Receive and evaluate complaints related to improper or abusive behavior or inefficient service provided by employees of the department and recommend appropriate action to the director to resolve the complaints.
- Compile data on the number and type of taxpayer complaints received and evaluate the actions taken to resolve complaints.
- Survey taxpayers to obtain their evaluation of the quality of service provided by the department. Monitor the department's compliance with the Taxpayer Bill of Rights (MCA, 15-1-222) and report any abuses to the director.
- Monitor the department's collection activities to:
 - report any abuses in collection activities by the department to the director and
 - recommend to the director whether a particular collection activity should be stopped if the taxpayer has not had an adequate opportunity to discuss alternative means of payment.
- Perform any other functions that the director may assign to assist taxpayers in complying with Montana's tax laws.

General

- Assist with implementation of approved business initiatives related to federal and state opportunities that enhance statewide efficiency and productivity.
- Communicate department initiatives and potential initiatives to the appropriate federal agency and disseminate relevant information on the federal agencies' initiatives throughout the department.
- Write procedures as they pertain to the role and keep them updated.
- Perform other related duties as assigned.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Disclosure Officer Role

Competencies	Grade 15 Independently
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	D
Demonstrated ability to effectively handle difficult or angry people.	C
Demonstrated skill and ability working on inter-state and inter-agency levels.	C
Demonstrated skill and ability to develop the operational framework for cooperative agreements.	C
Demonstrated knowledge of internal and external quality assurance reviews and security procedures, practices, and methodologies.	C
Demonstrated knowledge of leadership skills.	C
Demonstrated ability to think creatively and recommend innovative solutions.	C
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	C
Demonstrated ability to identify, research, and analyze issues relative to the role and prepare reports as necessary.	C
Demonstrated initiative, sound judgment, efficiency, independence, and reliability in the completion of tasks, projects, and other major responsibilities.	C
Demonstrated flexibility of vision to understand the problem from different perspectives.	C
Demonstrated ability to understand and define customer needs leading to a quality and viable solution.	C
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	C
Demonstrated ability to analyze complex issues and competing interests and negotiate resolution or develop a plan of action based on the analysis.	C
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	D
Demonstrated ability to manage varying deadlines and multiple projects.	C

Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.